**-UNIT 4 Communication Systems**

* Telephone conversations
* Giving advice and suggestions
* Emails structure
* Language and grammar focus: Future forms/modal verbs

**1. Do you need to use English on the telephone? What for? Are there**

**any situations you find difficult?**

***2*. Work in pairs. Look at these phrases used in telephone conversations.**

**Match phrases 1-8 with phrases a-h that have the same meaning.**

|  |  |
| --- | --- |
| 1. Could I speak to ... , please?  2. Please hold the line.  3. Thanks for getting back to me.  4. Can I take a message?  5. Can I call you back later today?  6. I'm afraid she's on another call.  7. Your phone's cutting out.  8. I'm sorry, I didn't catch that. | a. Can you repeat that?  b. Would you like to leave a message?  c. Thanks for calling me back.  d. You're breaking up.  e. Can I give you a call later?  f. Could you hold on a moment?  g. Her line's busy at the moment.  h. Can you put me through to ... ? |

**3. Match the phrases in *2* with these stages of a telephone call.**

1. Offering to take a message:

2. Saying someone is busy:

3. Telling someone that the mobile reception is bad:

4. Asking to speak to someone:

5. Asking someone to wait:

6. Asking someone to repeat what they said:

7. Thanking someone for returning your call:

8. Asking someone if you can call them later.

**4. Listening:**

<https://learnenglish.britishcouncil.org/skills/listening/intermediate-b1/a-phone-call-from-a-customer>

**5. Translate into English using the words in brackets:**

Lo siento! No entiendo lo que quieres decir. Me lo puedes explicar de otra manera. **(mean, explain)**

No he entendido eso. ¿Puedes decirlo de nuevo? **(catch, say)**

¿Puedes hablar un poco más alto? No te escucho muy bien **(speak up, hear)**

Lo siento pero mi ingles no es tan bueno. ¿Lo puedes decir de manera mas simple? **(good, simply)**

Hablas demasiado rápido. ¿Puedes hablar más despacio**? (fast, slowly)**

**6. Giving advice and suggestions. Choose the correct words to complete the conversations:**

**1** A: One thing you should **be / take** careful about is travelling on the

underground - there are lots of pickpockets!

B: Oh, right. Thanks **for / of** the tip.

**2** A: How about **go / going** to the Olympic Swimming Pool? It also has a gym.

B: That **makes / sounds** like a good idea.

**3** A: Let's see. I'm not keen **about / on** spicy food.

B: Then you'd better **no / not** have the red curry - it's incredibly hot!

**4** A: If you like history, you should **definite / definitely** go to the City Museum.

There's a fascinating Roman exhibition there at the moment.

B: That's **a / the** good idea.

**5** A: Have you considered **get / getting** a coach? You can get there in about

five hours.

B: I think I'd / I'm rather get the train than the coach. I don't like buses.

**6** A: Personally, **I'd / I'll** avoid the area round the park because it's very touristy.

B: Oh, I don't like the sound **by / of** that.

**Work in pairs. Take turns to be A and B.**

**A** You are planning to visit B's town / city. Call B to ask for advice and

suggestions for using the transport system. Ask at least five questions. Decide

which ideas to accept or reject.

**7. Channel of communication. E-mails**

[**https://learnenglish.britishcouncil.org/business-english/english-for-emails/unit-4-starting-and-finishing-emails**](https://learnenglish.britishcouncil.org/business-english/english-for-emails/unit-4-starting-and-finishing-emails)

Hola Equipo de ventas:  
Tengo una idea para la semana que viene; consultad el archivo adjunto. Me gustaría escuchar lo que pensáis sobre mi sugerencia.  
Creo que John y Patricia pueden estar interesados, así que también los he puesto en copia. Hablemos más en la reunión de la próxima semana.  
Saludos, Samir

Hola a todos,  
Debo disculparme. Os di las fechas equivocadas para la conferencia de este año en mi correo de esta mañana. Así que por favor borrad ese correo tan pronto como podáis. Os enviaré las fechas correctas en seguida.  
Perdón de nuevo por el problema.  
Peter

Estimado Sr. Smith,  
Como acordamos, envío el contrato como documento adjunto. Es un archivo PDF.  
Por favor avíseme si tiene alguna pregunta.  
Atentamente,  
Andrew Mortimer

Estimada Sra. P.,  
Estoy interesado en postularme al puesto de Account Manager.  
Podría enviarme más detalles?  
Atentamente,  
Helen J.

**Modal verbs:**

[**https://learnenglish.britishcouncil.org/english-grammar-reference/modal-verbs**](https://learnenglish.britishcouncil.org/english-grammar-reference/modal-verbs)

[**https://learnenglish.britishcouncil.org/grammar/intermediate-to-upper-intermediate**](https://learnenglish.britishcouncil.org/grammar/intermediate-to-upper-intermediate)

**Giving advice using modal verbs:**

[**https://learnenglish.britishcouncil.org/skills/speaking/upper-intermediate-b2/giving-advice**](https://learnenglish.britishcouncil.org/skills/speaking/upper-intermediate-b2/giving-advice)